

# Vodafone TV PLAY



Welcome Guide

Together we can







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# 1. Welcome to Vodafone TV PLAY

Our new Vodafone TV PLAY box is more than another TV box, it is an all-in-one entertainment hub with cinematic sound and picture, the best channels, sports, and streaming services, all in one place. Vodafone TV PLAY has more than 100 channels at your disposal, including your favourites, the main premium channels, channels in High Definition and 4K ULTRA HD picture, as well as your favourite TV apps, such as NOW TV, Netflix, Prime Video, Disney+, and YouTube, and players such as RTÉ Player, Virgin Media Player, and TG4 Player.

This manual will enable you to discover how simple it is to use all the features of the TV box, including the most advanced ones.

## TV guide

All programmes are quickly and easily accessible.

## Interactive services

By using Recordings, Pause TV, Restart TV, and apps on the TV you can decide when to watch your favourite programmes.

## Apps

Get access to a wide range of apps, including NOW TV, Netflix, Prime Video, Disney+, RTÉ Player, Virgin Media Player, YouTube, & TG4 Player.

## Google Play Store

Google Play brings your favourite apps and games to your TV. Watch, play, and do – whatever you want, whenever you want.

## Google Assistant

With hands free voice control ask Google Assistant to control your TV and smart home devices with just your voice. You can navigate, control and search with your voice directly on your TV, with total ease and convenience.

## Cross Channel & App Search

Effortlessly search across your favourite channels and streaming apps with cross channel and app search.

## My TV Zone

With this app, you can activate your NOW Membership passes, easily manage & purchase NOW subscriptions, and manage your devices for the Vodafone TV App.

## TV on Any Screen

Watch TV on the go, with the Vodafone TV app. You can also purchase additional set-top boxes for other rooms in your house through multi-room viewing.

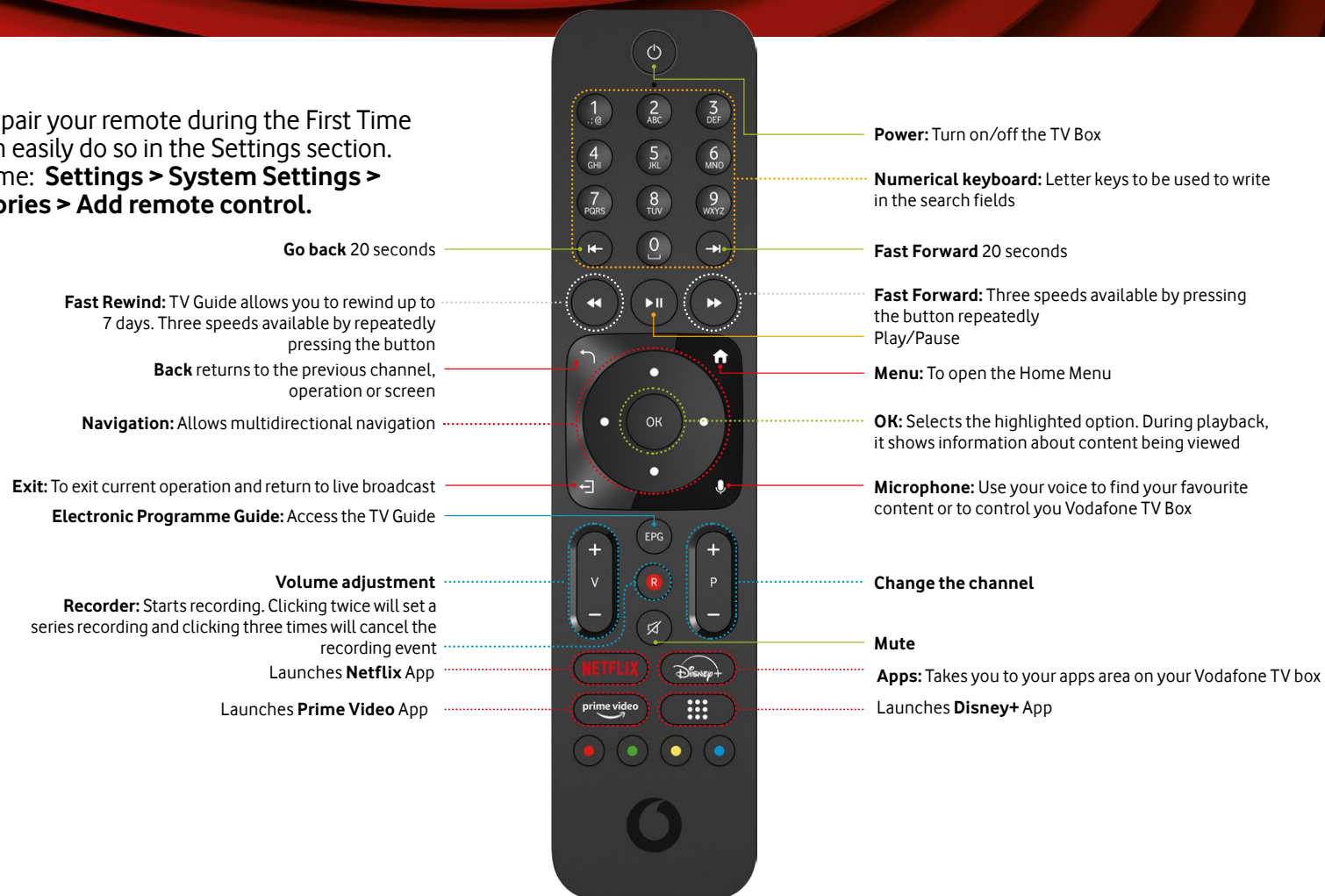


## 2. Remote Control

### Remote Pairing

The remote control supports commands via Bluetooth and Infrared. To pair the remote to the TV box via Bluetooth, hold the **3 DEF** button and the **Power** button for five seconds. Your remote must be paired via Bluetooth to use all Google Assistant features with the microphone button.

If you didn't choose to pair your remote during the First Time Install process, you can easily do so in the Settings section. Pair your remote anytime: **Settings > System Settings > Remotes and accessories > Add remote control.**



# 3. General Menu Overview

The Main Menu is your gateway to all content and features available on your TV Box.

The menu is organised into five areas: “**TV Guide**”, “**My Home**”, “**7 Day Catch Up**”, “**Discover**” and “**Apps**”. You can access each area by clicking on the title and then scrolling down each category

## TV Guide

The TV Guide provides you with a comprehensive schedule of upcoming programmes and shows that are available for viewing.

## My Home

This area has various features for you: Recordings, Watch Next, Discoveries for Me, and your Wishlist.

The Discoveries For Me feature shows you content based on your viewing habits and preferences.



## 7 Day Catch Up TV

This feature allows you to watch programmes you’ve missed over the past 7 days (content rights permitting). For more information see section 4.

## Discover

Here you can access specifically selected programmes that are coming up in the next 6 days.

## Apps

Designated apps area where you can access third party apps such as NOW TV, Netflix, Disney+, and Prime Video. You can also access “My TV Zone” and the Google Play Store through the “Apps” area.





## 4. Live TV Features



### TV Guide


#### EPG – Electronic Programme Guide








The TV Guide displays all events in the Electronic Programme Guide, also known as the **EPG** . Within this section you'll discover a complete list of channels and view the programmes for these channels.

By tapping on the  side menu button, you'll be directed to the Filters page within the TV Guide. By selecting different genres, you can quickly narrow down your options and find the channels you're looking for.

On the TV Guide, you can select a show and add it to your Wishlist, record it, or check if it's on 7 Day Catch Up.

## Pause & Restart

Content Providers grant certain rights to allow the customer to pause, rewind and restart live channels as well as allow some content to be available for 7 Day Catch Up. The below icons will be visible on a live TV channel or beside the name of a programme on the TV Guide if a content provider grants certain rights. For example, when you see the  icon beside a channel or programme, press OK and you will be brought back to the start of the TV programme of your choice.

Badge	Icon	Description
Play		Entitled contents, including recorded contents available to watch
Restart		Restart program
Single Recording		Single recording now
Series Recording		Series recording now
Single Scheduled Recording		Single contents that are scheduled to be recorded
Single Series Recording		Series contents that are scheduled to be recorded
Locked		Lock content/channel



## Recordings

Vodafone TV PLAY offers you a cloud recorder capable of recording up to 500 hours. If you want to record the programme you are watching, press the **R** button on your remote. Recording starts immediately and ends at the scheduled end of the programme.

You can easily schedule recordings of programmes and series through the TV Guide whenever you want. Simply select the programme in the TV guide and click the **R** button.

To access your recordings, go to the main menu by clicking on the **Home** button. Then scroll down to **"My TV"** until you reach the **"Recordings"** section.

In your recordings you will find all the series and programmes recorded. By clicking on each series, you will enter the catalogue of episodes available for that same series.

Recordings are automatically deleted after 30 days by contractual obligation.

## 7 Day Catch Up TV

With 7 Day Catch Up you will never miss your favourite shows again.

You can easily access 7 Day Catch Up via search, or voice search. Just type or say the name of the programme you want to access.

You can also access through the “**7 Day Catch Up**” tab in the Main Menu. Here you can view all the available content in the last week.

7 Day Catch Up is subject to content licence agreements and certain shows may not be supported which means they can't be included in our 7 Day Catch Up.

## Players

You can also access players such as RTÉ Player, Virgin Media Player, & TG4 Player. These Apps will be pre-loaded onto your TV box.

This means you can watch back those certain shows that may not be available for recording or not included in our 7 Day Catch Up through the player of your choice.








## 5. Google Features

### Google Assistant + Voice

Controlling your television has never been easier with Vodafone TV PLAY, thanks to voice functionality.

To use the voice functionality, you must press the  button while speaking to the command.

To activate the Google Assistant, you must press the  button and say **'Hey Google'** or **'Ok Google'**. You can use this feature to search, control and navigate the TV Box.

Alternatively, to use the voice functionality on the TV box, you switch the  button on while speaking to the command.

### Search

It is possible to search all available content, from personal recordings, 7 Day Catch Up, or scheduled programmes. You can search by name, actor, year, genre, etc.

You can even do composite searches, for example **"Action movies with Tom Cruise"**. Our Cross-Channel & App Search results will give you multiple options of platforms to watch this on, for example YouTube, or Netflix.



## 6. My TV Zone

“My TV Zone” is in the “Apps” section of the Menu. On this app you can manage your third-party subscriptions, and order or remove devices.

### Control the TV Box

You can change the channel, control the volume, move forward or backward in a show, pause, and restart, or turn the TV Box on and off. You can also use more advanced commands, such as “**Fast forward four minutes**”.

You can get more information and support about these features by saying the “Help” voice command.

### Browse

You can browse your TV Box using commands such as “**Open YouTube**”, “**Show TV Guide**” or “**Open Settings**”.

### Google Play Store

Google Play brings your favourite apps and games to your TV. Watch, play, and do – whatever you want, whenever you want.



To access the Google Play Store and download Apps, you must sign in using your Google credentials. There are two ways to sign in,

- During the installation process
- Visiting the Google Play Store app in the Apps menu on VTV

Once you sign into your Google account you can download Apps from the Google Play Store app on your TV, such as Spotify.

### Subscriptions

You can purchase and cancel third-party subscriptions in the “**My Subscriptions**” section of “**My TV Zone**”.



### To activate your NOW Membership Pass

1. Select your NOW membership icon, scan the QR code or alternatively enter your phone number to receive a link to the NOW TV Welcome page.
2. Simply return to the Apps menu after signing up to the service and enter your NOW login information.

After the activation if you wish to add any further NOW Membership Passes, you can simply select these from “**My TV Zone**” and they will be added to your Vodafone bill.

### Devices

Here you can manage your mobile devices or tablets that are linked to your TV account for the Vodafone TV App.

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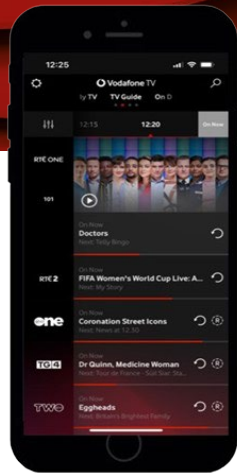


## 7. Additional Screens

### Vodafone TV App

With the Vodafone TV App, the main features of your television are available from your tablet, smartphone. You can watch TV through the TV Guide, See your Wishlist, and access 7 Day Catch Up using your tablet or smartphone.

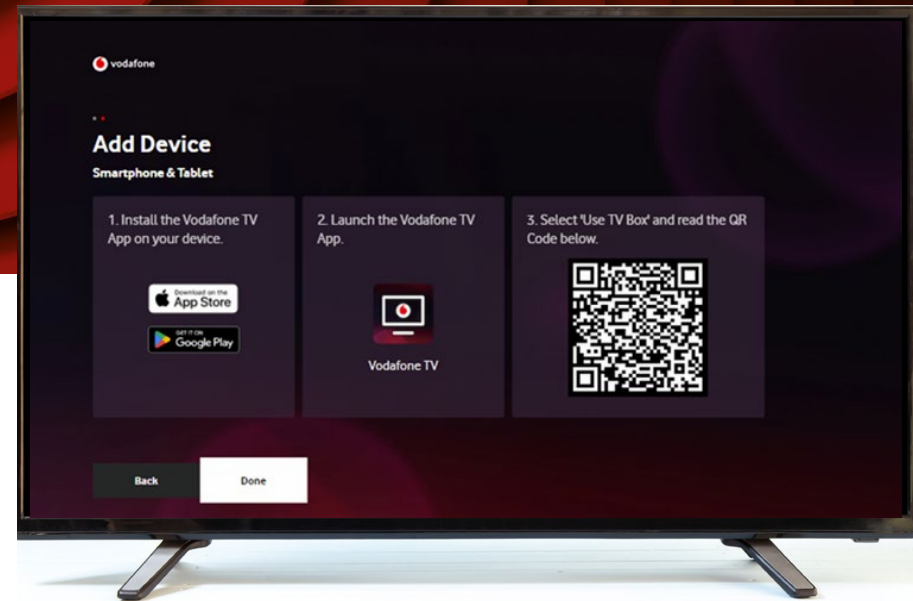
The application is free to download from the Apple App Store or the Google Play Store.



### Adding a Device

There are two ways to add a device to the Vodafone TV app:

1. Select **“Use TV Box”** on the app. Use **“My TV Zone”** on your TV to add a device by selecting **“devices”** and then **“add devices”** in the device management section. Choose your device and follow the instructions on your TV to complete the process.
2. Alternatively, if you prefer to **“Use Account Details”** to add a device, you can do so by visiting [Vodafone.ie](http://Vodafone.ie) and registering your unique username provided to you via email and creating your own password. Once you register, you can log in to the Vodafone TV App using your registered username and password to add your device.



Due to legal content licensing requirements users will have limited access to different channels and content. Content rights may also mean you have access to different content if you are at home, on a mobile network, or on a public Wi-Fi network.

### Multi- Room Viewing

With multi-room viewing, you can purchase additional TV boxes for installation in other rooms of your house. There are a few ways of doing this:

1. Call us on **1800 805 016**
2. Contact our Live Chat team at [vodafone.ie/support](http://vodafone.ie/support)
3. Go in-store and talk to one of your agents

## 8. Parental Controls

Vodafone TV PLAY offers you a set of parental locks that protect access to certain content.

### Control the TV Box

To configure parental locks, go to **"Menu > Settings > Parental Control"**. In this area, you will find the various options:

**Age Rating** - This block applies to all TV channels, programmes, and films on your TV, according to the age rating selected by the user.

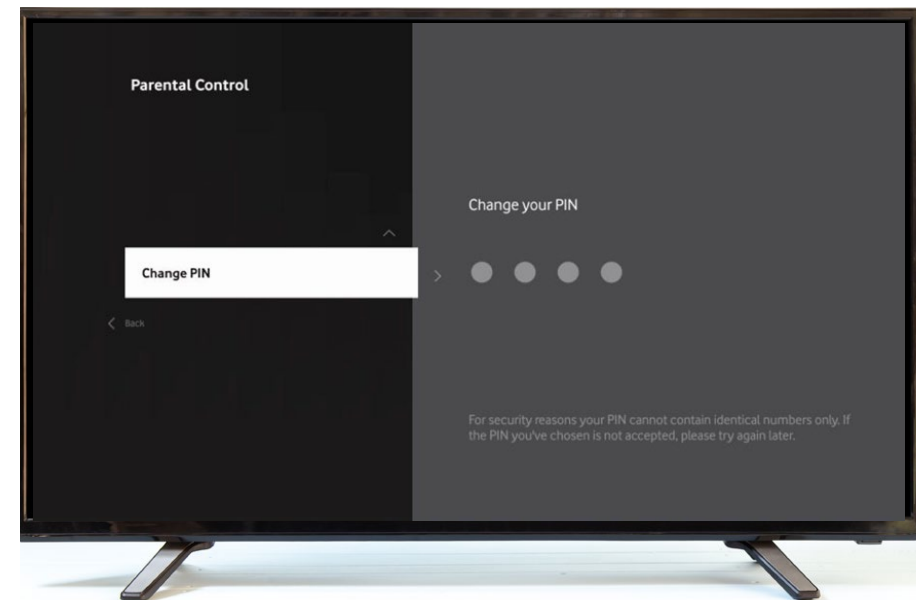
**Locked Channels** - Can block tv channels individually.

**Change pin** - Can change and disable the PIN code.

By default, purchase operations and adult content are blocked.

If you choose to deactivate the PIN code, all purchase operations and content are unprotected.

The initial PIN is **"1111"**.



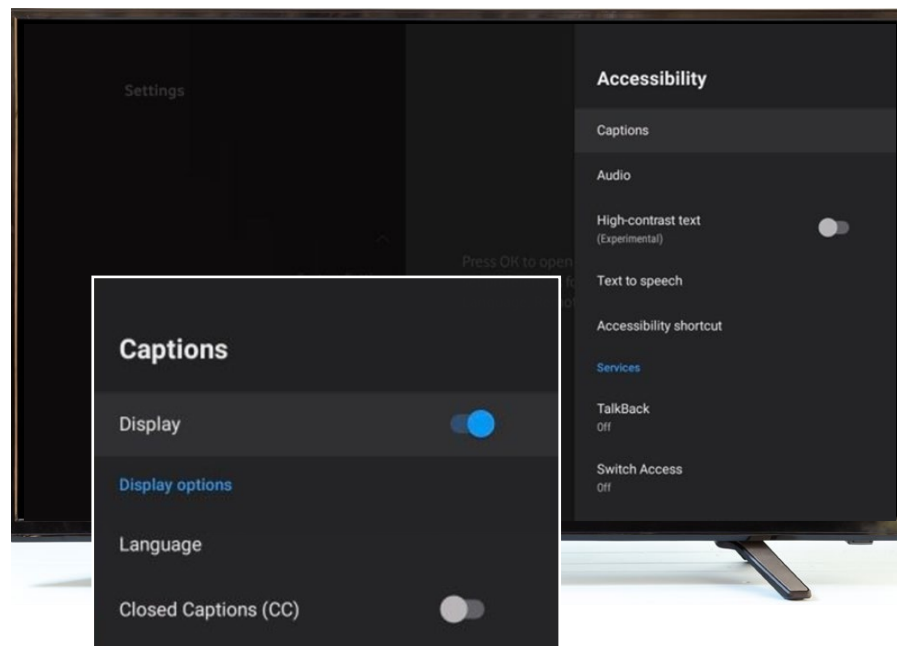


## 9. Subtitles

You can manage Accessibility options in Settings, such as Audio Language, Default Language and Audio Description.

## 10. Basic Troubleshooting

Many basic issues can be resolved by rebooting (powering off and on) your TV Box and/or Multiroom Box.



To turn on Subtitles: **"Settings > System Settings > Device Preference > Accessibility > Captions"**.

### To access further support

– Visit the TV Hub in the Support section of [vodafone.ie](http://vodafone.ie) website

### To speak with an agent, you can:

- Contact our Live Chat team at [vodafone.ie/support](http://vodafone.ie/support)
- Call customer care on **1907**

To manage your account, view your Vodafone Home services and pay your bill online, register for My Vodafone Home. Just go to [vodafone.ie/athomeselfcare](http://vodafone.ie/athomeselfcare) to sign up. You will need your customer number when you contact us. This is located on your **SMS/welcome letter/welcome email** or at the top of your bill.



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